


Remuneration User Guide

Remuneration

This guide will help you when you are using the Zurich Intermediary Platform. It will tell you where and how you can request one-off remuneration, how to amend regular initial and ongoing remuneration and also how to view remuneration. For setting up initial adviser remuneration, regular initial adviser remuneration or ongoing remuneration please refer to our 'Investment New Business', 'Retirement Account New Business' or 'Payments in and Withdrawals' user guide as applicable.

The user guide can also be accessed by clicking the  icon at the right hand side of the page, this feature is on all screens of the Platform. Once familiar with the system, this guide can be used as a reference document.

Helpful Icons on the Zurich Platform



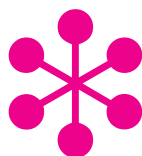
Helpful
information



Enables you
to edit the
information



Enables you
to delete the
information



Denotes a mandatory
detail. You must
complete mandatory
details to be able to
move forward

Save & Exit

Enables you to save
your work and exit the
process. You can
restart the process by
selecting the item in
your 'Work in Progress'



Expands the
information



Denotes that the
portfolio is linked

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New and Existing Portfolio Checklist

When adding new business to the Platform completion of the remuneration screen is mandatory.

Initial, regular initial and ongoing adviser remuneration can be facilitated from a Cash ISA, an Investment Account, a Retirement Account and a Stocks and Shares ISA.

Remuneration can be facilitated from payments and cash transfers although it is not possible to facilitate remuneration from a re-registration.

One-off remuneration can be facilitated from any account including the Cash Account. One-off remuneration cannot be selected as part of new business set-up.

TIP

If the Portfolio includes both an ISA and an Investment Account, the option to take ISA charges from Investment Account will be shown here. Note that for initial adviser remuneration for an ISA deducted from an Investment Account, if there is not enough available cash immediately to make the deduction, any available cash will be ring-fenced. The deduction will not be made from the Investment Account until there is sufficient cash in that account to deduct the total amount that has been agreed.

ZURICH
Home | Contact | Preferences | Change password | Logout
Welcome back: James Admin You are working on 8 03 85

Dashboard | New portfolio | Existing portfolio | Actions and activities | Research | Information | Administration

> New portfolio > New portfolio checklist

1 Allocation 2 Remuneration 3 Confirmation

Disinvestment strategy: Least Volatile Stock

Ongoing remuneration frequency: Please select...

Take ISA charges from Investment Account: ☒ Yes ☐ No

Account	Remuneration type	Status	Amount	Percentage	Frequency	No of deductions	Amount per frequency	Total remuneration
Investment Account	Initial Adviser Remuneration - Si...			0.00 %				
	Ongoing Adviser Remuneration			0.00 %				

Total: 0.00

Est. amounts are dependant on the payment expectation being met.
Any Investment Adviser charges will be shown in the Charges information document on the next step.

Cancel Save & Exit << Previous Next >>

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New and Existing Portfolio Checklist (continued)

TIP If you want to change the amount of initial adviser remuneration that has been set-up and submitted on the Platform, prior to the payment being matched and authorised, you can ask the Zurich Portfolio team to cancel the payment expectation and remuneration requested. You can then re-enter the payment expectation and the correct amount of remuneration. If the payment has already been matched, but the remuneration has not yet been authorised, you can ask the Zurich Portfolio team to reject the remuneration that has been set-up, but you will then not be able to request initial remuneration from that payment. The amount that was ring-fenced will become available cash.

When more than one single payment is added to an account at the same time, only the same rate of initial adviser remuneration can be facilitated. A different rate of initial adviser remuneration can be facilitated for cash transfers added to an account at the same time as a single payment.

Regular initial adviser remuneration can only be set-up when a regular payment is being set-up. Only one regular initial adviser remuneration can be active on an account, even if there is more than one regular payment in.

For regular initial adviser remuneration the maximum number of payments are 48 if deducted monthly, 16 if deducted quarterly, 8 if deducted half-yearly and 4 if deducted annually. This can be set at a lower amount if required.

New and Existing Portfolio Checklist (continued)

Each time you ask us to either facilitate new remuneration, increase existing remuneration or change the basis (monetary amount to a percentage or vice versa) of remuneration, authorisation from the client is required. In these instances a Charges information document with a declaration will be produced. If the remuneration is removed or decreased a Charges information document will still be produced but without a declaration.

As part of the new business checklist a declaration will be generated which all Zurich Portfolio holders will need to sign and date, before sending to the Zurich Portfolio team.

If you are ready to confirm, click the check box and then click **Confirm**

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Home | Contact | Preferences | Change password | Logout
A Adviser You are working on Retirement Test

Dashboard | New portfolio | Existing portfolio | Actions and activities | Research | Information

> New portfolio > New portfolio checklist

1 Allocation 2 Remuneration 3 Confirmation

Name	Date requested	Status	Include
Zurich Portfolio Declarations and Acceptance	03/12/2012	Complete	Required
Charges Information	03/12/2012	Complete	Required
Transfer Authority	03/12/2012	Complete	Required
Direct Credit Advice	03/12/2012	Complete	Required

Consolidate

When you confirm this stage, the client, transfers, payments, asset allocation and remuneration details will be locked and you will no longer be able to change them before submission.
Any changes you do make will be included in the documents produced here.
You can also print documents at the submit stage.
You can produce the Retirement Account illustration at the submit stage.
Only confirm this stage once you are happy that all the information entered is correct and you are ready to continue.

Pro forma DD document

☐ Ready to move on?

Cancel **Save & Exit** **SS Review** **Confirm**

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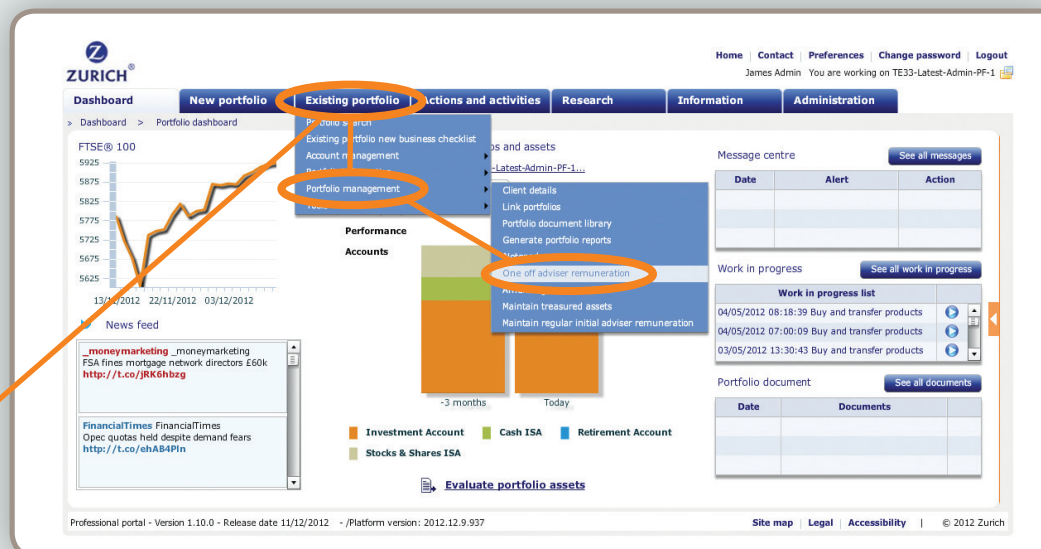
One-off Adviser Remuneration

You can request one-off adviser remuneration at any time. One-off adviser remuneration can be requested in the following ways:

- From any account (including the Cash Account) as a percentage of the value of that account.
- From any account (including the Cash Account) as a monetary amount.
- From a Cash Account as a percentage of the total value of assets held within the client's Portfolio.

The full amount of cash must be available in the applicable account or Cash Account before the request can be entered on to the Platform.

From the Portfolio dashboard, select **Existing portfolio > Portfolio management > One off adviser remuneration**



One-off Adviser Remuneration (continued)

Select for remuneration to be deducted from either the **Total assets under administration** or from a specific **Account**.

TIP A maximum amount of one-off remuneration that can be requested from a client's Portfolio each year will have been set by your firm. This amount will be shown on this screen.

Enter a one-off adviser remuneration **Percentage** or **Amount**

If you are ready to confirm, click the checkbox and then click **Submit**.

Note that one-off adviser remuneration will not be deducted from the applicable account or Cash Account until Zurich has processed the signed authority from the client.

Until it is authorised, the amount will be ring-fenced within the applicable account and set at a pending status.

TIP If you want to change the amount of one-off adviser remuneration that has been set-up and submitted on the Platform and it has not yet been authorised by Zurich, you will need to ask the Zurich Portfolio team to reject the remuneration request. You will then be able to enter the relevant details on the Platform.

The screenshot shows the Zurich Professional portal interface for submitting a one-off adviser remuneration request. The page title is "One off adviser remuneration". Below the title, there is a note: "The Charges information document for this remuneration request will be added to the Portfolio document library. This will need to be signed and returned before the request can be authorised." The form includes a field for "Portfolio maximum remuneration amount" set to "1,000.00 GBP". Under "Take remuneration at", there are two radio buttons: "Total of assets under administration level" (selected) and "Account level". A table follows with columns: "Valuation", "Percentage", "Amount", and "Available cash". The table lists accounts: "Total of assets under administration", "Cash Account", "Cash ISA", "Stocks & Shares ISA", and "Barclays Cash ISA". The "Percentage" column for "Total of assets under administration" is highlighted with an orange circle. Below the table, there is a "One off Adviser Remuneration total" row. At the bottom, there is a checkbox labeled "Ready to submit?" and a "Submit" button, both highlighted with orange circles. The footer of the page includes "Professional portal - Version 1.10.0 - Release date 11/12/2012 - Platform version: 2012.12.9.937" and "Site map | Legal | Accessibility | © 2012 Zurich".

	Valuation	Percentage	Amount	Available cash
Total of assets under administration	200,000.00	0.00 %	0.00	0.00
Cash Account	0.00	0.00 %	0.00	0.00
Cash ISA	10,062.16	0.00 %	0.00	10,062.16
Stocks & Shares ISA	14,141.00	0.00 %	0.00	0.00
Barclays Cash ISA	15,750.00	0.00 %	0.00	0.00
One off Adviser Remuneration total			0.00	

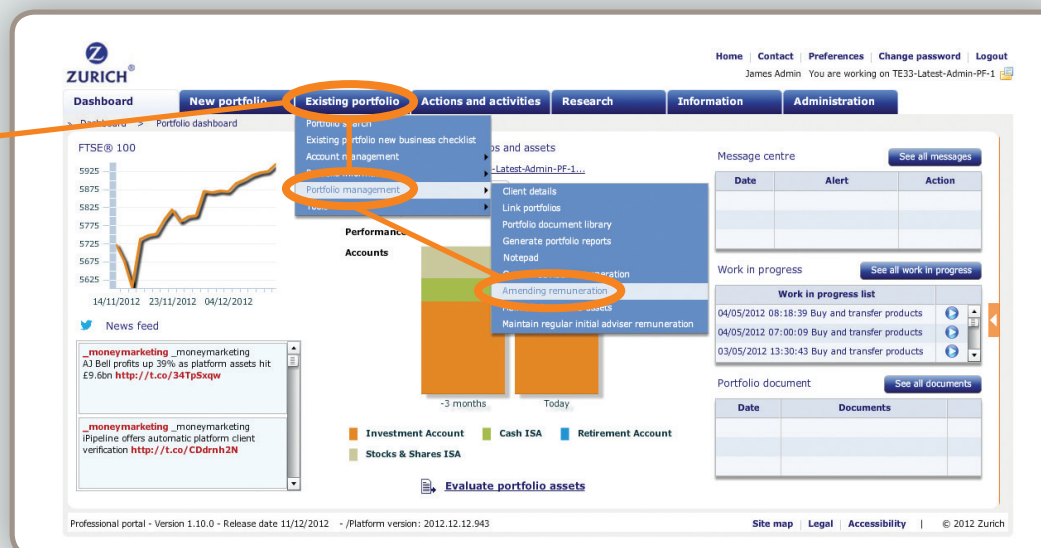
Amending ongoing adviser remuneration

You can make changes to ongoing adviser remuneration that has been authorised.

From the Portfolio dashboard, select **Existing portfolio > Portfolio management > Amending remuneration**

TIP If you want to change the amount of ongoing adviser remuneration that has been set-up and submitted on the Platform but has not yet been authorised by Zurich, you will need to ask the Zurich Portfolio team to reject the remuneration request. You will then be able to enter the relevant details on the Platform.

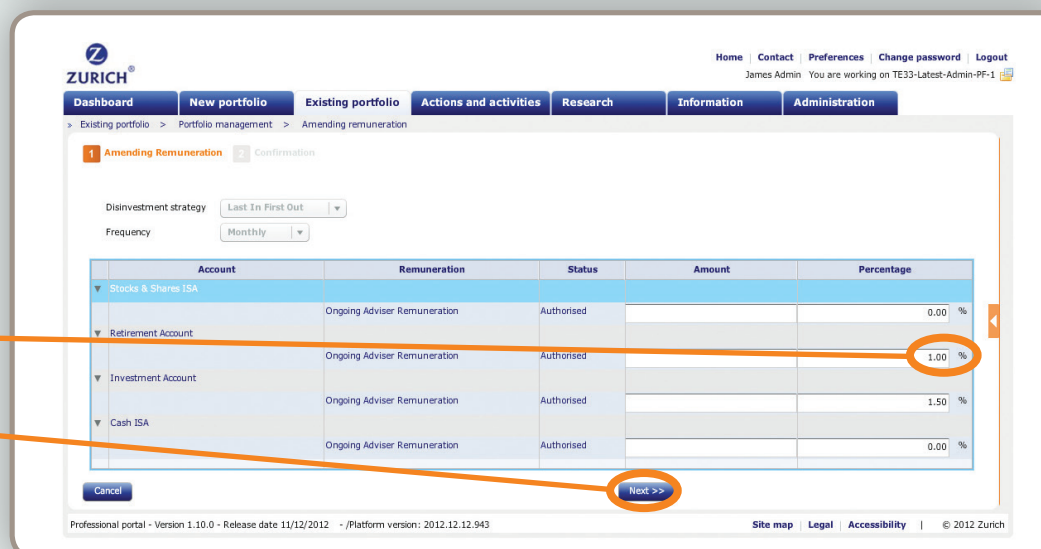
To make changes to regular initial remuneration, see the **Maintain regular initial adviser remuneration** section in this guide.



The table displays the ongoing remuneration **Amount** or **Percentage** set for each account.

The ongoing adviser remuneration will be displayed on the basis that it was originally entered. Replace it with the new **Amount** or **Percentage** of remuneration you require.

Click **Next**



Amending ongoing adviser remuneration (continued)

A Charges information document is generated for downloading and printing. If the ongoing adviser remuneration was increased or the basis changed a declaration will be produced as part of the document that all Zurich Portfolio holders need to sign and date. This declaration must be returned to the Zurich Portfolio team.

If you are ready to confirm, click the checkbox and then click **Submit**.

The old rate will be accrued up until the date that Zurich authorises the change and then the new rate will begin to accrue.

If ongoing adviser remuneration is increased or the basis changed and the completed adviser remuneration declaration or such other form as agreed by Zurich is not returned to Zurich to authorise, the existing ongoing adviser remuneration (which could be zero) will continue.

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Home | Contact | Preferences | Change password | Logout
James Admin You are working on TE33-Latest-Admin-PF-1

Dashboard | New portfolio | Existing portfolio | Actions and activities | Research | Information | Administration

> Existing portfolio > Portfolio management > Amending remuneration

1 Amending Remuneration 2 Confirmation

Name	Date requested	Status
Charges Information	13/12/2012	Complete

☐ Do you wish to submit?

Cancel Submit

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Maintain regular initial adviser remuneration

You can make changes to initial adviser remuneration that has been authorised.

From the Portfolio dashboard, select **Existing portfolio > Portfolio management > Maintain regular initial adviser remuneration**

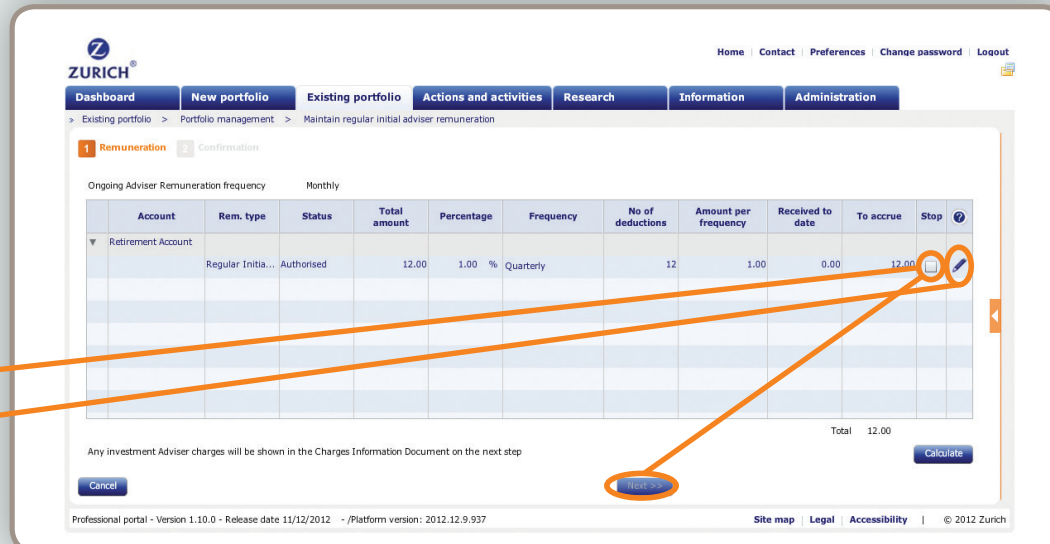
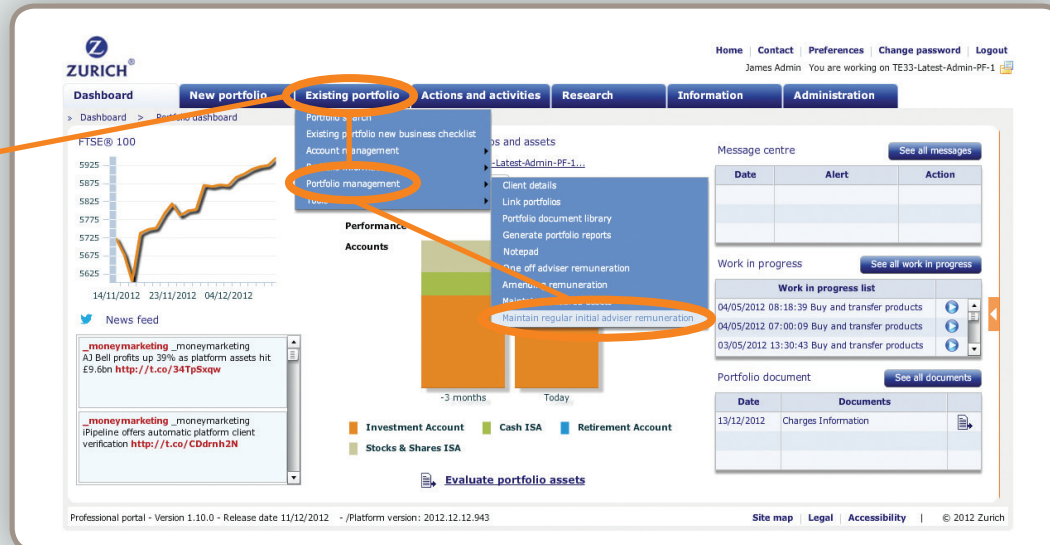
TIP If you want to change the amount of regular initial adviser remuneration that has been set-up and submitted on the Platform but has not yet been authorised by Zurich, you will need to ask the Zurich Portfolio team to reject the remuneration request. You will then be able to enter the relevant details on the Platform.

The table displays the current regular initial adviser remuneration instructions. It includes the total monetary amount requested, the percentage, the frequency that the remuneration is being taken from the account, the total number of deductions and the monetary amount per deduction.

It also includes the monetary amount deducted to date and the remaining amount due.

You can elect to **Stop** all initial remuneration from an account by clicking the applicable checkbox, then click **Next** and **Submit**.

To amend the remuneration, click the  icon



Maintain regular initial adviser remuneration (continued)

A new line appears with the options to edit the details.

You can amend the **total amount**, remuneration **frequency** and the **number of deductions**.

TIP The regular initial adviser remuneration frequency cannot be more frequent than the frequency of the regular payment in.

Once you have made amendments to the remuneration, click **Calculate** and then click **Next**.

A Charges information document is generated for downloading and printing. If the regular initial adviser remuneration was increased or the basis changed a declaration will be produced as part of the document that all Zurich Portfolio holders need to sign and date. This declaration must be returned to the Zurich Portfolio team.

If you are ready to confirm, click the checkbox and then click **Submit**.

If regular initial remuneration is increased or the basis changed and the completed adviser remuneration declaration or such other form as agreed by Zurich is not returned to Zurich to authorise, the existing regular initial remuneration (which could be zero) will continue.

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Remuneration Statement

The remuneration statement displays information for each adviser's initial, regular initial, ongoing and one-off remuneration. Included information is the date the remuneration was deducted, Portfolio number, account, adviser's name and the amount of remuneration.

From the Firm dashboard select **Information > Remuneration statement**

The screenshot shows the Zurich Professional portal interface. The top navigation bar includes links for Home, Contact, Preferences, Change password, and Logout. Below this is a secondary bar with tabs for Dashboard, New portfolio, Existing portfolio, Actions and activities, Research, Information, and Administration. The 'Information' tab is selected, and its dropdown menu is open, showing options like Zurich documents, Bulk mail, Remuneration statement (highlighted with an orange circle), My reports, Business reports, and Transactions. The main content area displays a 'Firm dashboard' with a line chart for FTSE 100, a table for Portfolios and assets, and a table for Accounts. The bottom of the page shows a footer with version information and a copyright notice for Zurich.

Name	Number
Investment Account	ZR1011280
Client	ZR1013458
Client	ZR1012877


Date	Alert	Action
13/12/2012	Client Reached Payment ...	Action Required
12/12/2012	Client Reached Payment ...	Action Required
11/12/2012	Client Reached Payment ...	Action Required

Work in progress list	
13/12/2012 11:36:26	Buy and transfer products
13/12/2012 11:17:11	SwitchOrders
13/12/2012 10:38:41	Rebalance

Remuneration Statement (continued)

TIP This screen allows you to filter the items viewed. You can select to Include paid, unpaid and unearned remuneration.

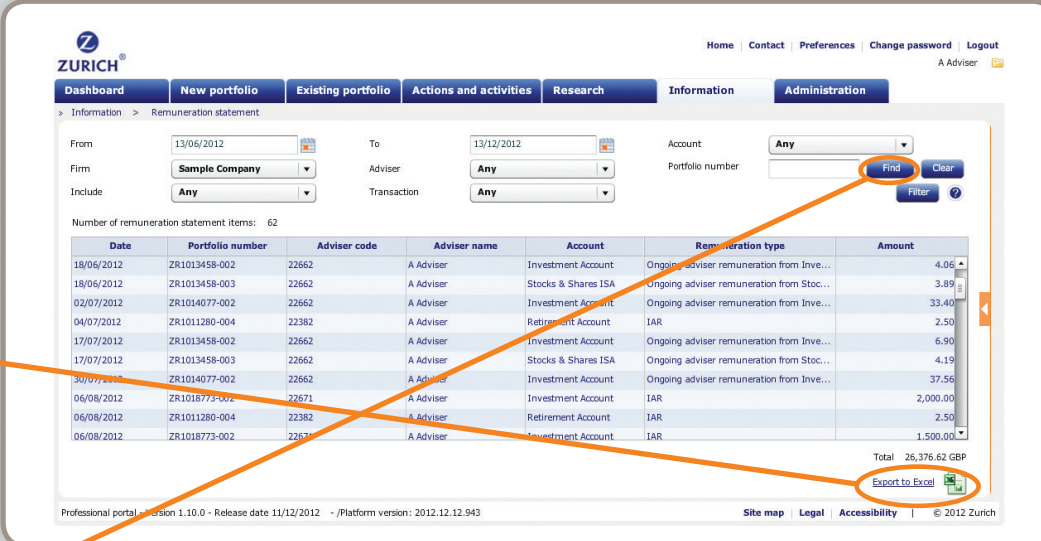
TIP Unearned remuneration is any remuneration not yet deducted from submitted business.

Click **Export to Excel**  to download the information to a spreadsheet.

TIP The total remuneration for the items listed is always displayed at the lower right hand corner of the page.

TIP You can filter by using the dropdown menus, alternatively you can click into the heading and this will order the information in descending order, click again and it will order by ascending.


To view the remuneration for a specific Portfolio, click **Find**



Number of remuneration statement items: 62

Date	Portfolio number	Adviser code	Adviser name	Account	Remuneration type	Amount
18/06/2012	ZR1013458-002	22662	A Adviser	Investment Account	Ongoing adviser remuneration from Inve...	4.06
18/06/2012	ZR1013458-003	22662	A Adviser	Stocks & Shares ISA	Ongoing adviser remuneration from Stoc...	3.89
02/07/2012	ZR1014077-002	22662	A Adviser	Investment Account	Ongoing adviser remuneration from Inve...	33.40
04/07/2012	ZR1011280-004	22382	A Adviser	Retirement Account	IAR	2.50
17/07/2012	ZR1013458-002	22662	A Adviser	Investment Account	Ongoing adviser remuneration from Inve...	6.90
17/07/2012	ZR1013458-003	22662	A Adviser	Stocks & Shares ISA	Ongoing adviser remuneration from Stoc...	4.19
30/07/2012	ZR1014077-002	22662	A Adviser	Investment Account	Ongoing adviser remuneration from Inve...	37.56
06/08/2012	ZR1018773-002	22671	A Adviser	Investment Account	IAR	2,000.00
06/08/2012	ZR1011280-004	22382	A Adviser	Retirement Account	IAR	2.50
06/08/2012	ZR1018773-002	22671	A Adviser	Investment Account	IAR	1,500.00

Total 26,376.62 GBP

Export to Excel 

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Remuneration Statement (continued)

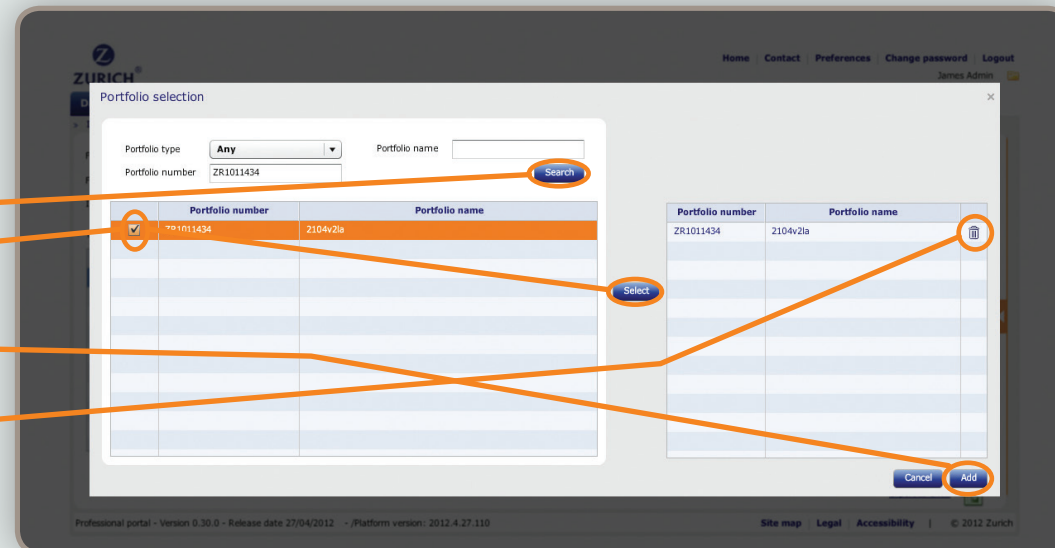
This search function allows you to narrow the search by Portfolio type, name or number.

Complete at least one search option and click **Search**.

Click the check box adjacent to the Portfolio then click **Select**.

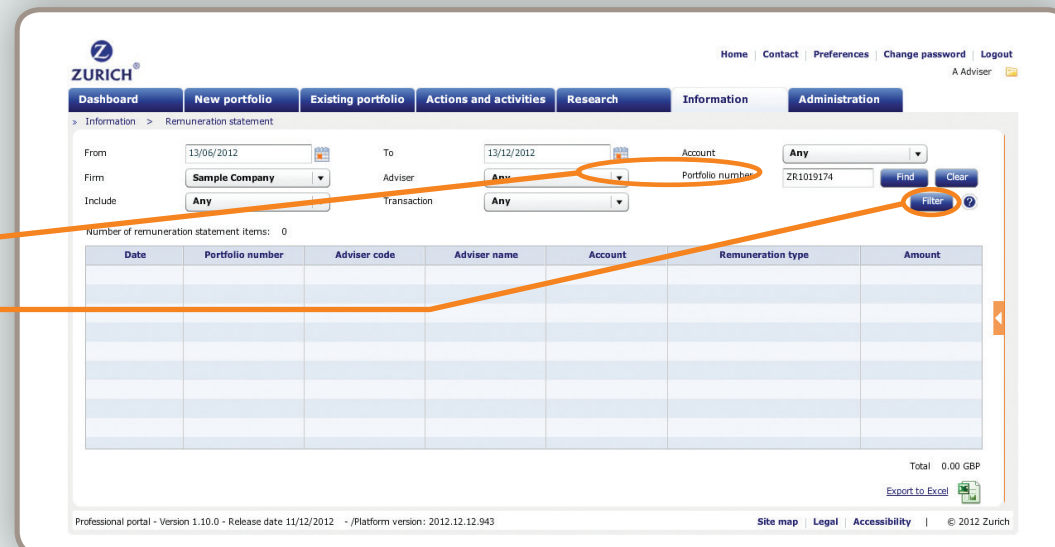
Click **Add**

TIP You can delete an unwanted selection from the right hand table by clicking the  icon next to it.




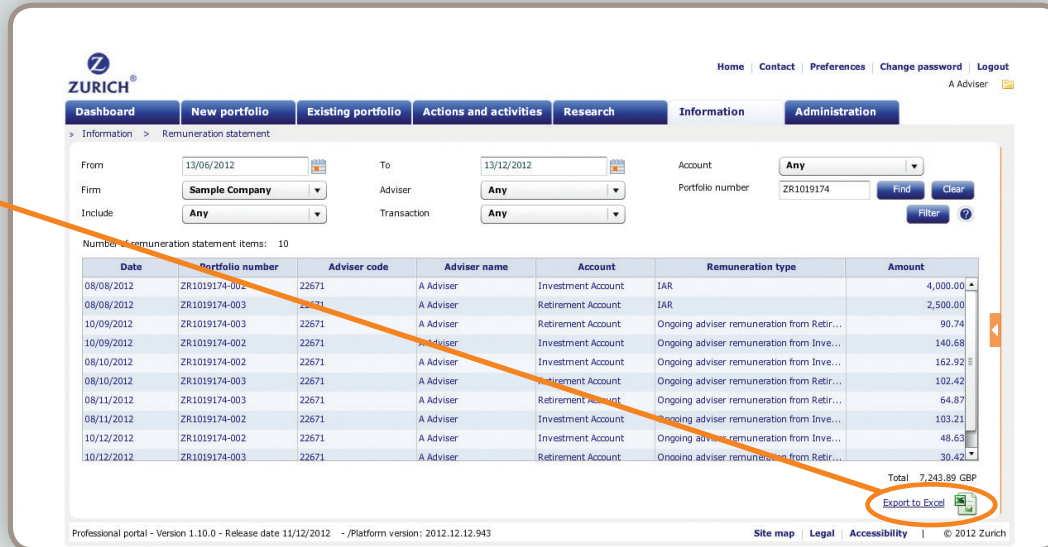
The **Portfolio number** box will now be populated.

Click **Filter**



Remuneration Statement (continued)


Click **Export to Excel**  if you wish to download the information to a spreadsheet.



The screenshot displays the Zurich Professional portal interface for the 'Remuneration statement' section. The top navigation bar includes links for Home, Contact, Preferences, Change password, and Logout. Below this, a secondary navigation bar contains tabs for Dashboard, New portfolio, Existing portfolio, Actions and activities, Research, Information, and Administration. The main content area features search filters for 'From' (13/06/2012), 'To' (13/12/2012), 'Firm' (Sample Company), 'Adviser' (Any), 'Include' (Any), 'Account' (Any), and 'Portfolio number' (ZR1019174). A table titled 'Number of remuneration statement items: 10' lists various remuneration entries with columns for Date, Portfolio number, Adviser code, Adviser name, Account, Remuneration type, and Amount. The total amount is shown as 7,243.89 GBP. The 'Export to Excel' button, accompanied by an Excel icon, is circled in red at the bottom right of the table area.

Date	Portfolio number	Adviser code	Adviser name	Account	Remuneration type	Amount
08/08/2012	ZR1019174-002	22671	A Adviser	Investment Account	IAR	4,000.00
08/08/2012	ZR1019174-003	22671	A Adviser	Retirement Account	IAR	2,500.00
10/09/2012	ZR1019174-003	22671	A Adviser	Retirement Account	Ongoing adviser remuneration from Retir...	90.74
10/09/2012	ZR1019174-002	22671	A Adviser	Investment Account	Ongoing adviser remuneration from Inve...	140.68
08/10/2012	ZR1019174-002	22671	A Adviser	Investment Account	Ongoing adviser remuneration from Inve...	162.92
08/10/2012	ZR1019174-003	22671	A Adviser	Retirement Account	Ongoing adviser remuneration from Retir...	102.42
08/11/2012	ZR1019174-003	22671	A Adviser	Retirement Account	Ongoing adviser remuneration from Retir...	64.87
08/11/2012	ZR1019174-002	22671	A Adviser	Investment Account	Ongoing adviser remuneration from Inve...	103.21
10/12/2012	ZR1019174-002	22671	A Adviser	Investment Account	Ongoing adviser remuneration from Inve...	48.63
10/12/2012	ZR1019174-003	22671	A Adviser	Retirement Account	Ongoing adviser remuneration from Retir...	30.42

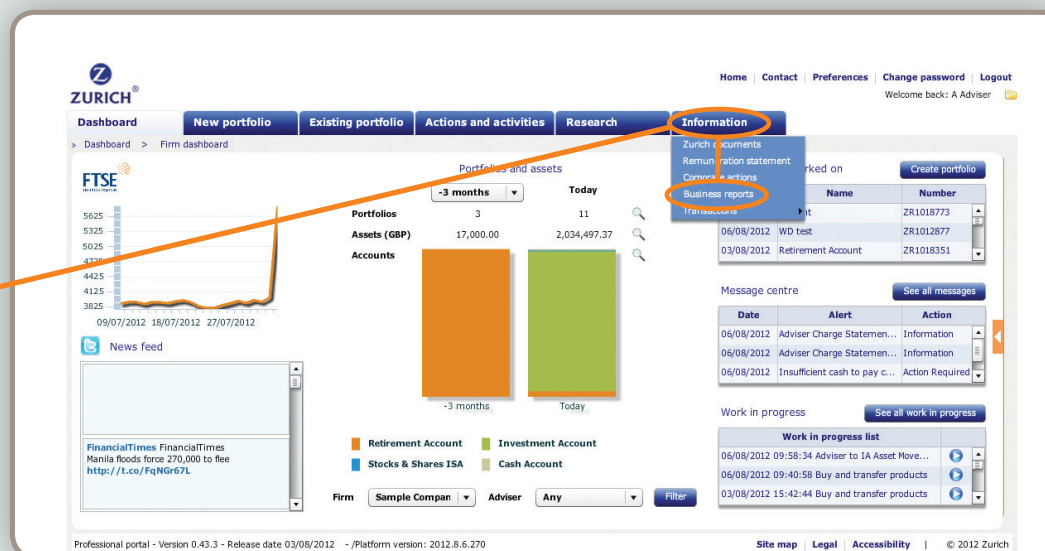
Total: 7,243.89 GBP

Export to Excel 

Business Reports

The Platform provides a wide range of management information reports including a Remuneration report that shows paid remuneration between two chosen dates.

From the Firm dashboard select **Information > Business reports**

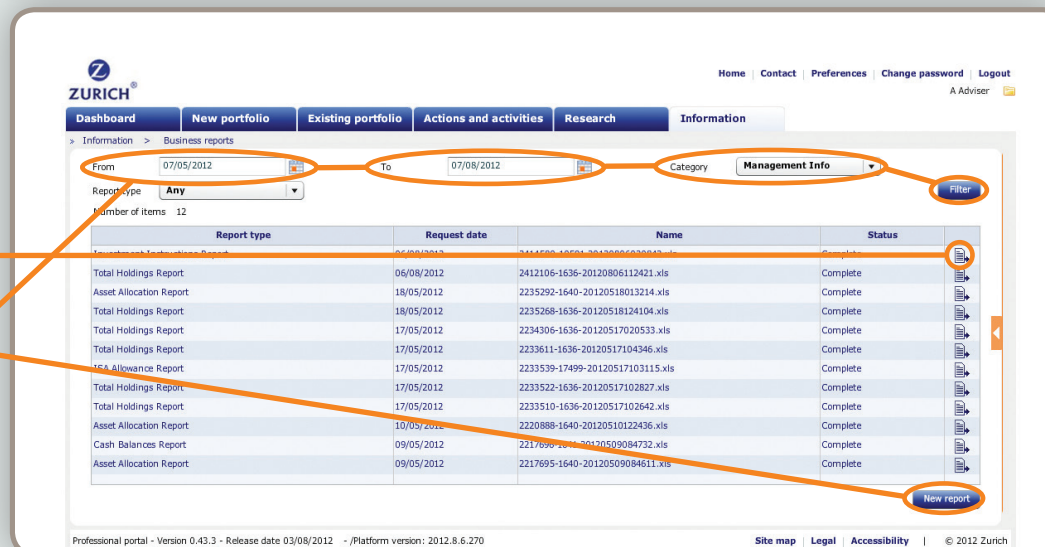


A library of previously generated business reports are displayed in chronological order. The reports are in Excel format so that the information can be copied and pasted if required.

Use the scroll bar to view all the reports and click the icon adjacent to the documents you wish to download.

Click **New Report** to generate a Remuneration report.

TIP Select any of the **From** and **To** dates, **Category** or **Report type** options and then click **Filter** to narrow the search results.



Business Reports (continued)

From the **Category** dropdown, select **Remuneration**.

Complete the relevant and mandatory fields and click **Generate report** to add the report to the list.

TIP The report will open up as an Excel document and can be filtered by firm and or by adviser.

Generate business report

Category * **Remuneration**

From * 08/07/2012

To * 08/01/2013

Firm * **Sample Company**

Adviser * **Any**

Report type * **Remuneration Report**

Generate report

When the document **Status** is **Complete** you may view the report by clicking the icon.

TIP You will need to change the **Category** dropdown menu to **Management Info** or **Remuneration** to see the list of the reports available under each category.

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Report type	Request date	Name	Status
ISA Allowance Report	07/08/2012	2421830-17499-20120807115302.xls	Complete
Investment Instructions Report	06/08/2012	2414580-10591-20120806200842.xls	Complete
Total Holdings Report	06/08/2012	2412106-1636-20120806112421.xls	Complete
Asset Allocation Report	18/05/2012	2235292-1640-20120518013214.xls	Complete
Total Holdings Report	18/05/2012	2235268-1636-20120518124104.xls	Complete
Total Holdings Report	17/05/2012	2234306-1636-20120517020533.xls	Complete
Total Holdings Report	17/05/2012	2233611-1636-20120517104346.xls	Complete
ISA Allowance Report	17/05/2012	2233539-17499-20120517103115.xls	Complete
Total Holdings Report	17/05/2012	2233522-1636-20120517102827.xls	Complete
Total Holdings Report	17/05/2012	2233510-1636-20120517102842.xls	Complete
Asset Allocation Report	10/05/2012	2220888-1640-20120510122436.xls	Complete
Cash Balances Report	09/05/2012	2217696-1641-20120509084732.xls	Complete
Asset Allocation Report	09/05/2012	2217665-1640-20120509084611.xls	Complete

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Zurich Intermediary Platform

A better business experience

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